

MRDDA Contract Administration

Policy and Procedure Number: CA202	Title: Process to perform quick response monitoring as a result of an alert
Effective Date: April 18, 2003	Revision Number: 0.0
Approvals: Bureau Chief of Contract Administration and Bureau Chief of Program Integrity	Page 1 of 1

1.0 Policy

All reviews performed as a result of an alert notice from the Evans Class Customers Attorney, University Legal Services, shall be completed and corrective actions agreed upon within thirty-five (35) business days of observation. This timeframe does not include the time required to perform the on-site review, which is performed on an “as scheduled” basis.

2.0 Scope

The scope of this document is to establish procedures for performing an on-site review as a result of a consumer health, safety or quality of life issue which has resulted in a provider alert. These circumstances may be generated or reported by the Community Based Resource Specialist, Services Management Specialist or the Quality Assurance Specialist. The Quick Response Monitoring process shall involve the Community Based Resource Specialists, the Services Management Specialists, the Bureau Chief of Contract Administration, Case Managers, the Immediate Response Committee, Quality Improvement Committee, Quality Council, the Office of Contracts and Procurement (OCP) and the Quality Assurance Specialists.

3.0 Procedures

The process is cross-functional in nature and involves all the applicable parties.

- 3.1 Within five (5) business days of observing a significant event at a provider, the Community Based Resource Specialist, in conjunction with the Immediate Response Committee, shall determine if an on-site review with the provider is necessary.
- 3.2 If an on-site review is necessary, the Immediate Response Committee shall contact the Quality Assurance Specialist within one (1) business days.
- 3.3 The Quality Assurance Specialist shall coordinate with the Case Manager to develop a plan for this review, and notify the provider when review shall occur. The on-site review shall utilize the process and templates specified by the Quality Assurance Specialist. The on-site review shall be scheduled by the Quality Assurance Specialist in a manner that offers participation by both the Community Based Resource Specialist and the Services Management Specialist. This task shall be performed within three (3) business days.

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- 3.4 The MRDDA team shall decide the composition and roles of the review party, and consider the results of the Contractor Performance Review (CPR) (an on or off-site evaluation for measuring contractor performance against contract administration criteria) and other performance data available. As Quality Assurance enters the alert data, the MCIS system shall flag the provider and the provider's contracts for the information of the Community Based Resource Specialist and the Contract Administration department. If a recent CPR has not been completed, the Services Management Specialist shall complete one. The Community Based Resource Specialist and the Quality Assurance Specialist shall focus on the technical and licensing details, and the Services Management Specialist shall focus on the business and organizational details. This task shall be performed within two (2) business days.
- 3.5 The on-site review shall include four components. At the outset of the review, an opening conference shall be held with the provider during which time the overall plan for the review shall be described. The second component is the assessment phase of the review consisting of interviews, observations, and data review. The third component is the summary conference held at the conclusion of the review during which time the results of the review are shared with the provider. The fourth component is the development and transmittal of the review report.
- 3.6 Within two (2) business days of the review, the Quality Assurance Specialist, Community Based Resource Specialist and Services Management Specialist shall complete a joint report. The Quality Assurance Specialist shall send the report to the provider for comment, with a copy to the applicable Case Manager.
- 3.7 Upon receipt, the provider shall be given the opportunity to develop a corrective and preventive action plan to correct the deficiencies noted. The provider shall have up to two (2) business days to provide comments to the Quality Assurance Specialist on the review findings.
- 3.8 Within two (2) business days of the receipt of the provider's comments, the Quality Assurance Specialist shall meet with the Community Based Resource Specialist and the Services Management Specialist. The team shall review the response, and either approve it or request clarification from the provider.

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- 3.9 As necessary, the team shall conduct a follow-up visit to the provider after the date of approval of the corrective/preventive action plan to validate the actions taken by the provider.
- 3.10 If substantial progress is not achieved by agreed-upon deadlines, the Quality Assurance Specialist shall raise the issue with the appropriate body, such as the Quality Council, the Quality Improvement Committee or the Immediate Response Committee, who shall develop a plan of action needed to resolve the situation and set a deadline for correction. This task shall be performed within two (2) business days.
- 3.11 If progress is still unsatisfactory, the Bureau Chief of Contract Administration shall notify the OCP in writing requesting a Cure Letter Notice be sent to the provider within two (2) business days.
- 3.12 The OCP sends a Cure Letter Notice to the provider within two (2) business days.
- 3.13 The provider responds to the OCP within two (2) business days with corrective actions taken.
- 3.14 The OCP sends the provider's response to the Bureau Chief of Contract Administration within two (2) business days.
- 3.15 The Bureau Chief of Contract Administration forwards the OCP/Provider response to the Quality Assurance Specialist for follow-up to verify that corrective actions have been taken. This task shall be performed within two (2) business days.
- 3.16 The Quality Assurance Specialist shall review and verify the provider corrective actions taken within two (2) business days.
- 3.17 If verified, the Quality Assurance Specialist informs, in writing, the Bureau Chief of Contract Administration, with a copy to the Community Based Resource Specialist. If not verified, the Quality Assurance Specialist shall send written notice to the Bureau Chief of Contract Administration. This task shall be performed within two (2) business days.

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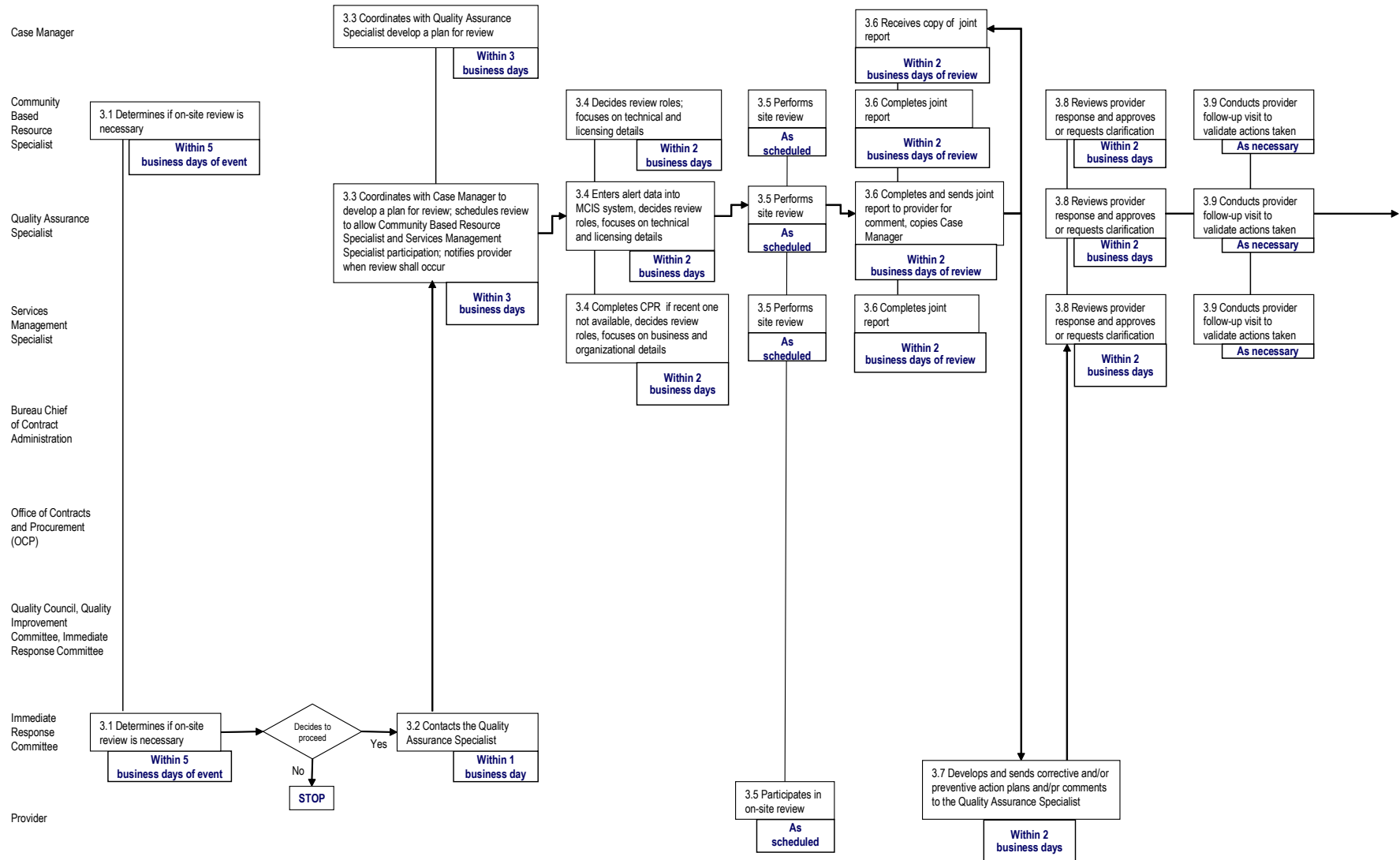
- 3.18 The Bureau Chief of Contract Administration forwards a copy of the verification to the OCP. In the case where there is no verification of corrective actions, the Bureau Chief of Contract Administration shall send a written request to the OCP to terminate the provider for default. This task shall be performed within two (2) business days.

4.0 Process Flow

The attached process flow chart indicates the above steps, the roles and responsibilities of the parties, the expected outcome, and the number of days allocated to each step in the process.

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Case Manager

Community Based Resource Specialist

Services Management Specialist

Bureau Chief of Contract Administration

Office of Contracts and Procurement (OCP)

Quality Council, Quality Improvement Committee, Immediate Response Committee

Immediate Response Committee

Provider

